



Other  
formats  
available

# Your Quality Guarantee

آپکے لئے معیار کی ضمانت۔ سروس کے طے شدہ معیارات جن کی آپ ہم سے توقع کر سکتے ہیں۔

*Standards you can expect as  
a Kirklees council tenant*



*Revised March 2013*



This booklet tells you about the standards of service you can expect from us. If you need this information in other formats such as large print, Braille or audio CD, please ask a member of staff.

Contents	
Contacting KNH	2
» Telephones	3
» Letters	3
» Email	3
Becoming a tenant	3
Your new home	4
Rent payments and debt advice	5
» Early action and support	6
» Recovery of rent arrears	6
» General services	7
Tenancy conditions - rights and responsibilities	7
Looking after your home	8
Alterations and improvements to your home	8
Looking after your estate	8
Estate caretaking service	9
Tenant-led budgets	9
Finding out what you think	10
Service standards for involving people	10
» Meetings	11
» Information	11
» Consultation	12
» Tenants' groups	12
» Monitoring and measuring performance	12
Serving a notice of concern	12
Serving a performance improvement notice (PIN)	13
Tenant scrutiny	13
More information	13
Staff promise	14
Housing officers	14
KFTRA fieldworkers	15
Equal opportunities	15
Data protection	16
» Your personal information	16
» Health issues or special needs	16
» We share information with our partner organisations:	17
» What we do not store	17
» If you have any questions	17
Compliments and complaints	17
Complaints, comments and compliments form	19

## Contacting KNH

What you can expect when contacting us:

- staff will treat you fairly, courteously and sensitively, regardless of your gender, age, disability, race, religion or sexuality
- reception staff will wear name badges and when we visit you, we will show you identification
- we will deal fully with your enquiry wherever possible. If this is not possible we will tell you what we are going to do and when we will get back to you. We will keep in contact with you throughout the course of your enquiry
- we will communicate with you in a way that you can understand and that is appropriate for your needs. (For example, you might need information in Braille or in a language other than English)
- we will offer you a single point of contact for all our services through our Support and Information team. If your enquiry is about services provided by another agency, such as Kirklees council we will give you the correct number and transfer your call to the appropriate service. If your enquiry is to report a repair we will transfer your call to Kirklees Direct who can advise and agree an appointment with you
- when you first contact us with an enquiry we will record and pass on your details to the right person in KNH, so you only have to explain the issue once
- if you request it, we will offer you an appointment to see a KNH member of staff at your home or somewhere else locally, within five working days. Urgent enquiries will be given priority
- if the person you have already dealt with is unable to help you, or you are unhappy with their reply, we will offer you an appointment with a manager. This will normally be within 10 working days or sooner if the matter is urgent
- we will offer you a private interview where this is appropriate
- if you visit our offices without an appointment you will be acknowledged within five minutes and you should not have to wait more than 30 minutes

Please be polite when speaking with our staff. We do not tolerate abusive language or aggressive behaviour. If this happens, staff will not deal with you and you will be asked to leave the office, or your call will be terminated.

## *Telephones*

All your calls will come through to our Support and Information Team and we will:

- aim to answer all calls promptly, usually within 30 seconds. Staff will give their name when they answer your call
- aim to deal with all calls at the point of contact, if this is not possible your enquiry will be passed to the appropriate person to respond within three working days. Urgent calls will be given priority
- offer you the use of a courtesy phone at any KNH office so that you can ring any council department, free of charge

## *Letters*

- we will reply to your letter within six working days. If more time is needed to investigate we will explain this and contact you within six working days, and again within 15 working days

## *Email*

- we will acknowledge your email on receipt, at any of our main addresses
- we will contact you again to say who is dealing with your enquiry and send a full reply within six working days

## Becoming a tenant

When you are considering becoming a tenant of Kirklees Council and therefore one of our customers, we will:

- give you information about becoming a member of the Council's Choose 'n' move scheme. We will help you to look at options for your choice of area and other landlords such as housing associations
- acknowledge registration of transfer applications within six working days. (Housing Options and Support Service assess all other applications and do experience back logs which can be longer than six working days)
- Help you access the scheme and place bids if you need support
- Carry out a review of your membership every six months to make sure your details are still up to date
- arrange for an assessment of any complex needs you have, such as disability or ill health, within 30 working days of your application being registered. The assessment carried out by the Accessible Homes Team can take up to eight weeks, from the receipt of a self assessment form that they will then send out following our referral

**Demand for homes is very high in some areas of Kirklees and family properties rarely become available. You should think about more than one housing option - please talk to us for more advice.**

## Your new home

When you move to your new home, we will:

- give you a new tenancy pack that sets out your rights and responsibilities as a tenant of Kirklees Council and customer of KNH. The pack also includes information about a wide range of services available to our customers, such as specialist money advice, and handyman services, as well as information about how you can get involved in your local community .

We will have cleaned your home to the following standard:

- » all rubbish cleared from your home and garden
- » work surfaces and fittings left in a clean and hygienic condition and clear of mould
- » all floors swept or cleaned
- » all walls and ceilings washed down and any graffiti or loose wallpaper removed
- » woodwork cleaned where needed
- » windows washed on the inside on all floors, and outside on the ground floor where needed
- » baths, showers, sinks and toilets cleaned and disinfected
- » gardens tidied and cut, paths swept and outbuildings cleared
- » your home will have a wheelie bin or dustbin free of rubbish

A check list will be left in your home to make sure we have prepared your new home to the required standard.

**To allow you to move into your new home as quickly as possible, we will sometimes do repairs after you move in.** If this happens we will tell you and supply a written guarantee that the work will be done within 25 days, explaining:

- what work needs to be done
- who to contact if there is a problem
- when it will be done

we will make sure your home:

- is wind and watertight, secure and free from structural problems
- is safe to access, with doors and windows that open and lock
- is free from rising or penetrating damp
- is properly supplied with hot and cold water
- has a working electric or gas cooking point and stainless steel sink unit
- has food storage space of at least a double base unit and double wall unit in the kitchen (space permitting)

- has an easily cleanable waterproof work surface
- has a suitably located toilet, fixed bath or shower and wash basin
- has a smoke alarm in full working order on every floor

You can expect that:

- improvements made to your home by the previous tenant will be left in a safe and good condition
- if there is no gas or electric meter, we will record this on the inspection sheet. We will tell the electricity or gas companies that there isn't a meter. You should then contact the supplier immediately when you move in

We will always:

- carry out an electric check before you move in
- carry out a gas check once you have moved in
- check that the main space and water heating systems are in full working order
- leave instructions on how to work your central heating systems
- tell you the location of stop taps in your home
- contact you within 15 working days of you moving into your new home to check you are happy with your tenancy. We usually do this by a home visit

Once you have moved in, our standards cover the following services:

## Rent payments and debt advice

We will:

- help make sure you can pay your rent by direct debit, for example by identifying appropriate bank accounts
- provide support for vulnerable tenants so that they are not disadvantaged by the requirement to pay rent by direct debit
- refund any money owed to you on your rent account within 10 working days of your request
- try to prevent you getting into arrears by sending reminders at an early stage and by speaking to you or visiting you at home before any legal action is taken
- negotiate affordable repayment agreements with you if you owe money to KNH
- give you information on where to get debt advice and make an appointment for you to see one of our debt advisors within five working days of you asking for one. If you prefer, we can put you in touch with an independent debt advisor such as the Kirklees Citizens Advice

### ***Early action and support***

We are committed to providing the best possible service and advice to our tenants who may be experiencing financial difficulties.

We aim to provide the following services to all new tenants between the time when you sign up for a property and your housing officer's new tenancy visit We will:

- deal with your enquiries, rent arrears or debt problems in a sensitive and confidential manner
- acknowledge and try to deal with your enquiry within the working day where possible and within five days if more work is required
- offer visits to you at home, or in your nearest housing office within five working days
- clearly explain how much rent or service charge you have to pay
- help you maximise your income by claiming all the benefits you are entitled to, either by advising you directly or referring you to other expert benefit advice
- provide debt advice within five working days, or if this is not possible, refer you to alternative agencies that can help, such as Kirklees Citizens Advice

### ***Recovery of rent arrears***

- we will actively chase all outstanding amounts owed to the Council
- we will always make all attempts to work with you to prevent having to take legal recovery action
- we will attempt to contact you via letter, phone call or visit at each stage of the arrears process and will continue to do so at each stage of the process up to and including eviction
- if appropriate, we will always make sure that debt advice is offered at all stages of the arrears process
- where there is refusal to pay and mounting arrears, we will take immediate and firm action to recover the debt. We will ensure that at all stages we will keep you informed about the progress of your case

If you wish to make any further enquiries about the rent issues, raise an issue about the service you have received, make a payment or would like to talk to someone about debt problems please call: **01484 414886**



## **General services**

- all our arrears communications will include a 12 month statement of your rent account to ensure that you are clear about how any arrears or credit balances on your account have built up
- we will seek to provide as many ways as possible for you to pay your rent or service charges
- we will always give you four weeks' notice of any change to your rent charge (not including changes due to Housing Benefit assessments)
- we will use a variety of methods to seek your views to help us improve our service
- we will embrace the use of modern technologies to improve the service we give to you
- we will make sure that we communicate in plain English and in formats that meet your needs, when we are aware of them
- we will promote other services that contribute to the financial well being of tenants, including specialist advice services such as Kirklees Citizens Advice and low cost savings and loans schemes provided by credit unions

## Tenancy conditions - rights and responsibilities

### **It is your responsibility as a tenant not to cause trouble for your neighbours or anyone else in the community.**

All first time tenants will be given an introductory tenancy for the first 12 months, allowing us to take immediate action to recover the property if serious breaches of tenancy occur.

We will aim to provide as much support as practically possible to you to help you sustain your tenancy and will always take into account any vulnerabilities of the tenant or family members before taking enforcement action.

Once you have been granted a secure tenancy we will:

- do all we can to make you feel secure in your home and will only take action if there is a breach of tenancy conditions
- take action within the terms and conditions of your tenancy agreement. We will also look to other legal remedies such as antisocial behaviour injunctions
- record and start to investigate any breaches of tenancy conditions, including nuisance, within five working days and keep you informed of our progress and any action taken on a weekly basis
- investigate immediately any incident of harassment that includes violent or potentially violent attacks

If you feel we have not met any of these commitments, please ask to speak to your local housing manager.

## Looking after your home

**KNH has entered into a contract with the Council`s Building Services to carry out repair works to tenants` homes. You can expect that we will:**

- offer you a choice of morning (8:00 - 12:00), afternoon (12:00 - 4:00) or mid-day appointment (10:30 - 12:30) or all day appointment for internal repairs
- make an initial assessment whilst on site and carry out the most economical repair
- send you text alerts (or a written receipt upon request) to confirm the details of your repair
- tell you the result of any assessment, so that you know what work (if any) will be carried out and when it will be done
- do a sample check to ensure the quality of the work is good, that it has been finished within the agreed time limits and that a repair appointment has been kept (if one has been made)

We provide an estate caretaking service to carry out minor repair jobs within your home. We will offer a morning or afternoon appointment for minor internal caretaker repairs.

Further information on repair standards can be found in our Care and Repair handbook.

## Alterations and improvements to your home

**If you want to do your own alterations or improvement work, you must ask us for permission first.** Initial contact should be with your neighbourhood housing team who will provide standard permission forms.

We will:

- reply within 10 working days if it is a straightforward alteration. For more complex requests we aim to respond within six weeks

If we plan to improve your home, we will:

- consult you about modernising or improving your home by having a face to face interview, sending you a letter or inviting you to a meeting

## Looking after your estate

We will:

- carry out estate inspections with local tenant representatives at least four times a year, unless agreement has been reached with the local TRA to vary this frequency

If we find problems that need addressing we will agree with the TRA or other representative an improvement plan to carry out the work to an agreed timescale. The improvement plan will be agreed with tenant representatives within ten working days.

## Estate caretaking service

The estate caretaking services make sure that estates are clean, safe and tidy. Their duties include:

- clearing litter and glass from shared areas and gardens
- removing bulky rubbish which has been fly tipped on shared land
- cleaning up graffiti
- doing clean-up campaigns
- clearing snow, ice and leaves from shared paths, especially around elderly people's homes and when these cause severe problems
- helping out in major emergencies

The caretaking service will also undertake small repairs such as;

- unblocking sinks
- easing doors and windows
- repairing fencing and gates
- fitting handles and hinges

There are up to seven appointment slots available each day from Monday to Friday.

We will also offer a handyperson service to do those small jobs that you may not be able to do yourself, such as putting up shelving, fitting blinds, assembling furniture and so on.

This service is offered to:

- New tenants under 19 and over 60
- Tenants in receipt of a disability benefit

There are up to five appointment slots available Monday to Friday and you can have up to three appointments per year.

## Tenant-led budgets

The tenant-led budget offers you the opportunity to help decide how money is invested in your area. Its main aim is to enhance the environment on your estate by meeting priorities decided by local people.

If you are interested in being involved, you should contact either KFTRA , your local TRA or your housing officer, who will explain how you can take part.

## Finding out what you think

We will seek the views of all our customers by having in place a range of ways in which you can have your say and influence decisions about things that affect you. These arrangements include:

- an annual satisfaction survey
- regular surveys of individual services
- focus groups and forums
- community events and activities
- supporting your local tenant and resident association
- supporting the Kirklees Federation of Tenants' and Residents' Associations (KFTRA) with their satisfaction surveys
- supporting tenant and resident committees
- communicating via the KNH website, Facebook and text messaging

## Service standards for involving people

Our ambition is that all members of the community feel that they are listened to and have a real say in decisions about where they live and the services they receive.

We will:

- work in partnership with tenants' and residents' groups by involving them in our consultation and decision-making processes
- ask for your opinions, experiences and ideas by carrying out surveys or arranging discussion groups
- organise a range of events on your estate, where you can get to know your neighbours and us, letting us know your concerns
- publish a written agreement (Charter) every three years which outlines the various ways that you can get involved with us and have your say. (this is available on our website or on request)
- set aside a specific budget each year to support community engagement. This provides:
  - » a dedicated tenant participation and community engagement staff team providing support and advice
  - » additional support through neighbourhood and specialist staff teams
  - » annual support grant to KFTRA
  - » annual grants to recognised tenants' groups
  - » annual training programme
  - » printing and publicity support
  - » out-of-pocket expenses for volunteers who take part in engagement activities at KNH request
  - » community premises leased to tenants' groups

- » annual conferences
- » computers and IT equipment for tenants' groups (2009-2011)
- » surveys
- » new, creative approaches to engagement

These activities are subject to value for money considerations.

## ***Meetings***

Meetings are a useful way of sharing information and opinions. So that they are as effective as possible, we will:

- publicise meetings using a variety of means and in good time
- hold meetings at suitable times and venues
- make sure that everyone has the opportunity to have their say and chair the meetings properly, respecting everyone
- make sure that the meeting has a clear purpose which has been made known to those attending
- send out relevant papers at least five days in advance for regular, planned meetings and wherever possible for other meetings
- individual issues will not be discussed at meetings, unless invited
- record and monitor any decisions and actions through action plans and minutes
- feedback to participants as soon as possible after the meeting
- reimburse agreed expenses
- provide special help where required e.g. interpreters
- items under 'any other business' will be notified at the outset of meetings to enable the chair to manage the agenda effectively

## ***Information***

We will:

- make sure it is written clearly, in plain English and available in other formats on request. Requests for other languages will also be considered
- provide information in good time
- publish Door to Door for all residents of our estates and Home Truths for all tenants' groups
- make meeting minutes and papers available on request and on the website, in particular Board, KFTRA meetings and Tenant & Resident Committees
- include information about how tenants can get involved in the new tenancy pack and for general distribution
- make sure that the style makes it easy to understand and is free from jargon

## ***Consultation***

When we ask you for your opinions and ideas, we will:

- be clear about what we are trying to achieve and how the results of the consultation will influence how we do things or decisions that we need to take
- be clear who we want to consult with and how to include those who are not often involved with our work
- work within a realistic timescale, allowing participants enough time to consider their contributions
- use methods that are most suited what we are trying to achieve and which help participants to contribute fully and creatively
- feedback the views that we have gathered through the exercise and how these have been used to influence our decisions and actions

## ***Tenants' groups***

We involve many formal tenants' and residents' groups in our decision making processes. They sign a partnership agreement which makes clear how they will operate and they must:

- have a written constitution which supports the equality and diversity statement in the Partnership Agreement
- provide all residents with information about how they can contact the group and publicise the groups work in two newsletters each year for all residents
- hold regular meetings including at least one public or consultation meeting each year and an annual general meeting to hold elections for the committee and keep written records
- have open financial records and have all accounts externally examined each year

## ***Monitoring and measuring performance***

The Charter Steering Group will set standards and targets against commitments in the Charter, monitor them, investigate where not met and develop appropriate responses. In addition we will:

- » compare our performance against similar housing organisations
- » review our policies and practices regularly through the Charter Steering Group
- » monitor levels of involvement in our work by all groups and identify any appropriate developments to address under representation

## ***Serving a notice of concern***

If tenants feel services are not being delivered as promised then tenants and residents associations can serve a notice on KNH at a tenant and resident committee meeting. A notice of concern can cover any of the standards of service set out in this document. We will try to put things right within four weeks of receiving the notice. We will report our progress to the next meeting of the tenant and resident committee.

## Serving a performance improvement notice (PIN)

If the tenant and resident committee is still not satisfied that we have put things right, a performance improvement notice can be served. We will then investigate what has gone wrong, and put together an improvement plan and timetable for putting things right. We will keep checking our performance, and continue to report on progress, until members of the committee are satisfied that the standard has been fully met.

To find out more, please ask at your neighbourhood housing office for information on how this process works. It is important that we know if our customers are unhappy with our service. If we do get things wrong, don't accept it - tell us about it as soon as you can.

## Tenant scrutiny

Sometimes it is important that tenants are given the opportunity and time to look in more depth at the services KNH is providing and the procedures and policies that influence how these services are delivered. Arrangements are now in place for KFTRA, with support from the Council, to scrutinise KNH performance through Tenant Scrutiny Panels on topics identified by tenants themselves. KNH will fully support the running of scrutiny investigations by promptly providing all information and reports requested and arranging for officers to attend panels to provide evidence required. We will also ensure that all reports and recommendations arising from scrutiny investigations are considered by the KNH Board as soon as practically possible.

## More information

More details about the core standards of service listed in this booklet is available, in the following leaflets and publications. You can get these from the KNH website or at any KNH office.

- The Tenants Participation Charter
- Complaints, comments and compliments
- Estate caretaking & handy person service
- Care and repair of your home
- When a tenant dies
- Home contents insurance
- Neighbour disputes and anti-social behaviour
- Choose 'n' move - a guide to affordable homes for rent
- Energy efficiency advice
- Your right to improve and alter your home
- Money worries
- A support service for older people
- Tenancies for 16/17yr olds.

## Staff promise

KNH and KFTRA staff are committed to providing you with reliable and consistent standards of service in a way that recognises and respects your individual needs. Housing officers working in our neighbourhood teams will be the main point of contact for individual tenants requiring services support or advice. Fieldworkers from KFTRA are responsible for providing a support service to tenants and residents associations.

## Housing officers

Each of our neighbourhood housing offices has a team of housing officers responsible for ensuring that we provide a good housing management service to all tenants. They will identify and deal with any problems you have as quickly as possible and strive to make your estate clean, tidy and well managed . They will achieve this by:

- introducing themselves to you within 15 days of your new tenancy starting and providing you with their contact details
- working on behalf of all residents on the estate to make sure all key estate services such as grass cutting and the upkeep of communal areas are delivered to agreed standards
- rigorously enforcing tenancy conditions when there is clear evidence these have been breached
- working closely with other council services and the neighbourhood policing team to do all they can to make your home and your estate as safe and secure a place to live as possible
- keeping promises made and keeping you informed on progress on any issues they are dealing with on your behalf
- arranging to consult you on any major changes planned in the way services are delivered to you
- supporting tenant and resident associations by attending their meetings providing 10 days notice is given

If you are unhappy with the service provided by the neighbourhood housing team, please talk to them in the first instance and give them the chance to put things right. If you remain dissatisfied, please ask to speak or write to the area housing manager. If you are still not happy and wish to make a formal complaint, please see the section on compliments and complaints on page 17.



## KFTRA fieldworkers

Kirklees Federation of Tenants and Residents Associations (KFTRA) is the umbrella body for all the TRAs in Kirklees. They employ neighbourhood fieldworkers to offer day to day support to the existing TRAs and to develop new groups.

KFTRA will:

- offer a named fieldworker to support your group
- offer alternative support for your group if your named fieldworker is unavailable
- attend your TRA meetings, as required, given reasonable notice (10 working days)
- contact you at least monthly
- provide advice and support to start and sustain a TRA
- provide regular updates on KFTRA events and activities
- provide opportunities for TRAs to become involved in regional/national events
- provide a regular free training programme
- offer a basic level of advice & support to TRAs to develop projects

If you don't feel KFTRA are meeting these standards, please get in touch with the KFTRA Co-ordinator on **01484 223466**.

## Equal opportunities

We are committed to providing equal opportunities for all people in Kirklees. We will take action to promote equal opportunities and to tackle discrimination.

We will ensure that no part of the community is denied a service or receives a poorer service on the grounds of gender, ethnic or cultural background, age, marital status, religious or political persuasion, sexual preference, perceived or real HIV status or disability.

We will ensure that all our services are provided in line with our equal opportunities policy. We will demonstrate this by adopting and putting into action an equal opportunities strategy which will meet the council's equal opportunities standards.

You can get a copy of our equality policy summary and full policy from [www.knh.org.uk](http://www.knh.org.uk) or contact us and we will send you a copy.

## Data protection

We collect and store the following types of information:

### *Your personal information*

- This includes your name, date of birth, address, contact details and the way you prefer us to contact you.
- This means we can contact you and ensures we are speaking to the right person.
- If you give us your email address, we can reduce the amount of printed letters and leaflets we send to you. We will email you instead if you prefer.
- We use records of telephone calls, copies of letters we have sent you, details of your enquiries and payments to accurately follow your enquiry history.
- We store details of any previous tenancies you have had with us and any benefits your household receives. We must collect this information to detect and prevent fraud.
- Details such as gender, religious beliefs, sexuality and ethnicity are used in a general way as statistics to make sure we treat everyone fairly. We must collect this information so we can show we meet our statutory duties.

### *Health issues or special needs*

- Because this is sensitive information we need your permission to store, use and share this information with our partners.
- We use this information to make sure we are meeting customers' needs. KNH staff are trained to support you with your tenancy, for example by providing services to disabled and vulnerable tenants during severe weather.
- We also record details of any support you may be receiving so we can work with other agencies to help you.

Without your permission we may be unable to provide services such as repairs to your home etc.

## *Sharing Information*

We do not need your permission to share information that prevents fraud, assists in criminal investigations or would put a child or adult at risk of significant harm.

### *We share information with our partner organisations:*



- If you have asked them to represent you, we will share your details with councillors.

### *What we do not store*

- We do not keep or store any details of your credit or debit cards.

### *If you have any questions*

- For further information, please contact: [housing@knh.org.uk](mailto:housing@knh.org.uk)

## Compliments and complaints

We would like to hear from you if you think we have done a good job. We like to thank members of staff who have provided a good service to our customers as a way of encouraging this in the future.

However, if you think we have not met our standards of service, or want to make a complaint for another reason, please tell a member of staff. You can call in, write, telephone or email us. If you cannot complain yourself, ask someone to do this for you such as a relative, friend or neighbour.

If you prefer to put your complaint in writing to us, you can do so by letter or by completing the attached complaints, comments and compliments form which you will find at the back of this booklet. These forms are also available at all KNH offices and on the KNH website – [www.knh.org.uk](http://www.knh.org.uk).

We will treat all complaints seriously and try our best to sort them out to your satisfaction, as quickly as possible. We will help you make a complaint if you need to do so.

KNH has a simple three stage process for dealing with complaints from both tenants and leaseholders.

### *Step 1*

If you are unhappy, your first point of contact should be the neighbourhood housing team that dealt with you. The staff there will have the information needed and may be able to put things right straight away. If not, ask to speak to the relevant manager or senior manager for the neighbourhood. We aim to give you our initial response within six working days. If we need more time to investigate, we will explain why, and contact you again within 15 working days. If we cannot reply fully within these times, we will tell you the reasons why, and when you can expect a response from us.

### *Step 2*

If you are unhappy with the manager's response, you can ask for their operational manager to look into the matter. Please contact:

KNH Customer Services Manager,  
Perseverance House, St. Andrew's Road,  
Huddersfield. HD1 6RZ

Telephone: 01484 414886 Email: [housing@knh.org.uk](mailto:housing@knh.org.uk)

The operational manager will investigate and reply to you within 15 working days.

### *Step 3*

If you are still unhappy, you can ask that your complaint is reviewed by the 'customer services panel'. This panel is made up of tenant representatives. You may be invited to come to the panel meeting.

We will send you the report of the panel meeting within six working days.

If you would like the panel to look at your complaint, please contact:

KNH Customer Services Manager, Perseverance House,  
St. Andrew's Road, Huddersfield. HD1 6RZ

Telephone: 01484 414886 Email: [housing@knh.org.uk](mailto:housing@knh.org.uk)

The customer services panel cannot look at any complaint unless it has already gone through steps 1 and 2 of the KNH complaints procedure

If you are still not satisfied after we have fully investigated your complaint

You can contact the Local Government Ombudsman at:

Local Government Ombudsman, PO Box 4771,  
Coventry CV4 0EH  
Tel: 0300 061 0614 Web: [www.lgo.org.uk](http://www.lgo.org.uk)  
Email: [advice@lgo.org.uk](mailto:advice@lgo.org.uk)

If you are a leaseholder you can contact the Leaseholder Valuation Tribunal (LVT):  
Tel: 0845 600 3178







## Contact Details

Telephone: 01484 414886  
email: [housing@knh.org.uk](mailto:housing@knh.org.uk)  
website: [www.knh.org.uk](http://www.knh.org.uk)  
facebook: KNH Communities

### **Huddersfield**

12 New Street, Huddersfield, HD1 2AR  
Monday to Tuesday 9am - 5pm  
Wednesday 10am - 4.30pm  
Thursday 9am - 5pm  
Friday 9am - 4.30pm

### **Batley**

Town Hall, Market Place, Batley. WF17 5DE  
Monday to Thursday 1.30pm to 5pm  
Friday 1.30pm to 4.30pm

### **Birstall**

Birstall Library, Market Street, Birstall, WF17 9EN  
Monday - 9.30am to 12.30pm  
Thursday - 9.30am to 12.30pm  
Friday - 9.30am to 12.30pm

### **Cleckheaton & Heckmondwike**

Town Hall, Cleckheaton. BD19 3RH  
Monday to Friday 9am to 12.30pm

### **Deighton**

Chestnut Centre, Deighton,  
Huddersfield, HD2 1HJ  
Appointment sessions can be pre-booked for  
Tuesday and Friday afternoon between 1.30pm and 4.30pm.  
Book your appointment at the reception.

### **Dewsbury & Mirfield**

Dewsbury Customer Service Centre,  
The Walsh Building, Town Hall Way,  
Dewsbury, WF12 8EE  
Monday, Wednesday & Thursday 9am - 5pm  
Tuesday 9am - 3.30pm  
Friday 9am - 4.30pm